



INSTRUCTIONS FOR FILING ADVICE LETTERS

INCLUDING PROTESTS, RESPONSES OR
REPLIES

Pursuant to Rulemaking R.19-02-012,
Decision D.20-03-007 and
General Order 96-B

Consumer Protection and
Enforcement Division

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Part 1: Preparation & Submission of Advice Letters

Step 1. Prepare the Advice Letter (AL)

A complete AL filing consists of four key components: 1) summary form; 2) cover letter; 3) service list; and 4) reporting requirements (See Appendix for samples.). Reporting requirements, discussed in full in Section 1.3 below, consist of multiple data sets.

- 1.1. Complete the AL summary form for an original AL filing (offset, retroactive, or exemption) or a supplemental filing. A PDF Summary form can be downloaded [here](#).
 - a. A TNC's AL filing must be numbered sequentially beginning with number 1 for the first AL filed. If not sure about your TNC's next AL number, send an email to TNCAccess@cpuc.ca.gov to inquire about the next available number.
e.g. AL 1 [for the first AL filing] or AL 3 [for the third filing]
 - b. If filing a supplement, use the same AL number of the original filing and affix the letter "A", "B", "C" and so on after the number.
e.g. AL5A [for the first supplement] or AL5C [for the third supplement]
- 1.2. Complete the cover letter for the AL filing (in PDF format and PDF/A compliant). Failure to submit a complete AL cover sheet may result in the Consumer Protection and Enforcement Division (CPED) rejecting the AL filing. The AL cover sheet must state the following in a narrative format:¹
 - a. Date AL submitted to CPED
 - b. Brief description of AL
 - c. Date that AL is served to the service list
 - d. Language that says "Protest or response to the AL must be submitted to CPED within 20 days of the AL's date of submission and served on the carrier on the same day"
 - e. Requested effective date
 - f. CPUC orders, codes or other statutory provisions (by section) related to the substance of the AL
- 1.3. Prepare the service list. All AL filings (whether the original or supplement) must be served on the appropriate service list.² Protests and responses do not need to be served on the list. TNCs must use R.19-02-012 service list [available here](#).
 - a. Download the list and save it in Excel format. Copy email addresses from the downloaded file and paste into the email recipient field.
 - b. Save the downloaded Excel list as a PDF. Include the PDF service list to the AL filing.

¹ G.O 96-B General Rule 4.6

² G.O. 96-B General Rule 7.2

1.4. Prepare all the required supporting documents under [Decision \(D.\)20-03-007](#). TNCs can file either offset, exemption and retroactive ALs. The required reporting requirements that must be submitted with each type of AL filing are the following:

a. **Offset (Due 15 days after the end of each quarter)**

i. **Improved level of service: presence and availability of drivers with WAVs (Submit Excel Format)**

- Presence and Availability A: Provide the number of WAVs “in operation” by quarter and aggregated by hour of the day and day of the week;
 - Pursuant to D.20-03-007; “in operation” is defined when a WAV; (a) is available to receive trip request, (b) has accepted a trip request until the passenger exists the vehicle or until the trip request is no longer accepted.
 - For example, if a WAV was available to receive a trip request from 1:00 PM to 6:00 PM on a Monday, then that WAV should be counted as 1 WAV in operation in each hour from 1-6 pm.
- Presence and Availability B: Provide the number and percentage of WAV trips completed; not accepted; cancelled by passengers; cancelled due to “passenger no-show, and cancelled by driver – by quarter and aggregated by hour of the day and day of the week.
 - Pursuant to D.20-03-007; “by quarter and aggregated by hour of the day and day of the week” means the total number of WAVs for certain hour of the day for each day of the week (e.g., the total number or WAVs in operation at 1:00pm on a Tuesday for the quarter is X).
 - For **WAV trips completed**, count trip to the hour when the passenger is dropped off, not when the passenger is picked up. For example, if a passenger is picked up at 10:45 AM and dropped off at 11:05 AM, that WAV trip should be counted to 11:00 hour NOT 10:00 hour.
 - For **WAV trips not accepted**, count a trip to the hour when the request was not accepted. For example, if a WAV trip was requested at 13:25 and not accepted at 13:30, then that trip request should be counted to 13:00 hour.
 - For **WAV trips cancelled by passenger**, count a trip to the hour when the request was cancelled, not when the request was made. For example, if a WAV trip was

- requested at 15:55, but passenger cancelled at 16:01, that trip request should be counted to 16:00 hour.
- For **WAV trips cancelled due to no-show**, count a trip to the hour when the request was cancelled, not when the request was made or when the driver accepted. For example, if a WAV trip was requested at 15:55, and the driver accepted at 15:59 but then cancelled at 16:01 due to no-show, that trip request should be counted to 16:00 hour.
 - For **WAV trips cancelled by driver**, count a trip to the hour when the accepted request was cancelled by the driver, not when the request was made or when the driver accepted. For example, if a WAV trip was requested at 13:15, and driver accepted at 13:20 but then cancelled at 13:25, that trip request should be counted to 13:00 hour.
 - WAV trips completed, not accepted, cancelled by passengers, cancelled due to “passenger no-show, and cancelled by driver should also be reported as percentage of total trips by hour by day of the week by quarter by geographic area.
 - For example, the % of trips completed for hour 7 should be calculated as follows: **[# of WAV trips completed in hour 7 / (trips completed in hour 7 + trips not accepted in hour 7 + trips cancelled by passenger in hour 7 + trips cancelled due to no-show in hour 7 + trips cancelled by driver in hour 7)] X 100**. In this case, the % of trips completed for hour 7 as percentage of all trips requested in hour 7 (completed and cancelled) is 20%.
 - ii. Improved level of service: response time (Elapsed time from when a WAV ride is requested to when the vehicle arrives to pick-up the passenger) **(Submit Excel Format)**
 - Provide completed WAV trip response times, as well as Periods A and B,³ in deciles by geographic area and by quarter.
 - Identify “Level 1” or “Level 2” for each county/geographic area.
 - iii. Efforts undertaken to publicize and promote WAV services **(Submit Excel Format)**
 - Provide evidence of outreach efforts in disability communities

³ Period A: Time elapsed from when a trip is requested until the trip is accepted; Period B: Time elapsed from when a trip is accepted until the vehicle arrives.

- List of entities TNC partners with from disability communities
 - Method of outreach: How the partnership publicized or promoted WAV service
 - Date of when the outreach started
 - Identify “Y” for Yes or “N” for No if marketing materials will be included in the Advice Letter Packet: Marketing and promotional materials of those activities (advertisements, website screenshots)
- iv. Training and inspections
- EXCEL DOCUMENTS:
 - Report the WAV driving training programs used in the geographic area **(Submit Excel Format)**
 - Report the number of WAV drivers that completed WAV training in that quarter **(Submit Excel Format)**
 - Indicate “Y” for Yes or “N” for No if the signed declarations (below) are included in the Advice Letter Packet.
 - PDF DOCUMENTS:
 - Certify that its WAV drivers have completed WAV driver training within the past three years, which should include sensitivity training, techniques, accessibility equipment use, door-to-door service, and safety procedures **(Download PDF from [CPUC’s TNC Access website](#) and submit signed PDF)**
 - Certify that all WAVs operating on its platform have been inspected and approved to conform with the ADA Accessibility Specifications within the past year **(Download PDF from [CPUC’s TNC Access website](#) and submit signed PDF)**
 - Note: If, for some reason, you’re not able to provide a certification from a third party, an original letter from an approved vehicle modifier indicating that the modifications done to the vehicle have been in accordance with ADA regulations and specification, and that the vehicle is considered a wheel chair accessible vehicle in compliance with all applicable ADA specifications and requirements will satisfy this requirement.

- v. Complaints **(Submit Excel Format)**
 - Provide total number and type of complaints related to WAV drivers or WAV services for each geographic area
 - Securement issue
 - Driving training (customer service/disability sensitivity)
 - Vehicle Safety and comfort (issue with ramp, vehicle configuration)
 - Service animal Issue
 - Stranded passenger
 - Other
 - Identify the numbers of complaints that were resolved and the number of complaints that are still pending by the end of the reported quarter.
- vi. Full accounting of funds expended (retain all invoices)
 - EXCEL FORMAT:
 - Provide detail of how each fund was expended and the amount expended for each item. **(Submit Excel Format)**
 - For contractual arrangements, provide parties to the contract; amounts spent on and duration of contracts; and how the amounts were determined.
 - NOTE: Any expenses you include here will carry over to the following 2 tabs (the “Funds Expended Certification” and “Claim Form”).
 - PDF FORMAT:
 - Submit certification to attest to accuracy of accounting practices **(Submit signed PDF)**
 - The expenses should have auto-populated. Replace the red font up on top, include the info at the bottom, sign and save as PDF, and include it with the filing.
- vii. Claim form
 - EXCEL FORMAT:
 - The expenditures should have auto-populated. Replace the red font up on top, include the info at the bottom, and save.
 - If requesting Offsets for **SOME** counties:
 - 15 days after end of quarter: Remit quarterly Access Fee along with the Access Fee form for counties where Offsets are not requested.

- 15 days after end of quarter: File AL for counties where Offsets are requested.
 - Due 50 days after quarter ends or 5 days after disposition of AL: Once disposition of AL is decided, remit any amount still owed (if any) along with a delayed Offset Access Fee statement for counties approved in the offset (Download “Offset Quarterly Fee Statement” from [CPUC’s TNC Access Website](#)).
- If requesting Offset for **ALL** counties:
 - Claim form not needed
 - 15 days after end of quarter: File AL for counties where Offsets are requested.
 - Due 50 days after quarter ends or 5 days after disposition of AL: Once disposition of AL is decided, remit any amount still owed (if any) along with a delayed Offset Access Fee statement for counties approved in the offset (Download “Offset Quarterly Fee Statement” from [CPUC’s TNC Access Website](#)).
- PDF FORMAT:
 - PDF Claim form is not needed for Offsets.
 - PDF Claim form needed only if there’s an appeal of disposition or a delay in industry disposition
 - First time filing a claim form? One-time “STD 204” form (NOT REQUIRED TO INCLUDE WITH THE AL PACKET) will need to be submitted in order to receive payments from the State Controller’s office and or CPUC. (**Download PDF from [CPUC’s TNC Access website](#), Submit signed PDF to TNCAccess@cpuc.ca.gov**)
- b. **Exemption (Due 15 days after end of fourth quarter)**
 - i. Improved Level of Service: presence and availability of drivers with WAVs (**Submit Excel Format**) (See Offset)
 - ii. Improved level of service: response times (elapsed time between when trip is requested and the passenger is picked up) (**Submit Excel Format**)
 - Complete Excel Template “Exemption Response Time”
 - Provide completed WAV trip response times, as well as Periods A and B,⁴ in deciles by geographic area for each qualifying quarter

⁴ Period A: Time elapsed from when a trip is requested until the trip is accepted; Period B: Time elapsed from when a trip is accepted until the vehicle arrives.

- Demonstrate that 80 percent of its completed trip response times achieve the corresponding Level 2 WAV response time for four consecutive quarters in the same geographic area
 - Achieved the requisite response times for four consecutive quarters
- iii. Efforts undertaken to publicize and promote WAV Services **(Submit Excel Format)** (see Offset)
- iv. Training and inspections **(Submit Excel Format + signed PDF)** (see Offset)
- v. Complaints **(Submit Excel Format)** (see Offset)
- vi. Full Accounting of Funds Expended (retain all invoices) **(Submit Excel Format + signed PDF)** (see Offset)
- c. **Retroactive Offsets only for Q3 and Q4 2019 and Q1 2020 (File separately for each quarter) (Due April 15, 2020, 15 days after the end of Q1 2020)**
 - i. Improved Level of Service: presence and availability of drivers with WAVs **(Submit Excel Format)** (See offset)
 - ii. Improved Level of service: response times (elapsed time between when trip is requested and the passenger is picked up)
 - Complete Excel template “Retroactive Response Time”
 - Provide completed WAV trip response times, as well as Periods A and B,⁵ in deciles by geographic area and by quarter **(Submit Excel Format)**
 - Demonstrate that the 50th percentile of completed WAV trip request response times improved quarter-over-quarter.
 - iii. Efforts undertaken to publicize and promote WAV Services **(Submit Excel Format)** (See Offset)
 - iv. Training and inspections **(Submit Excel Format + signed PDF)**
 - Not required for Retroactive requests
 - v. Complaints **(Submit Excel Format)** (See Offset)
 - vi. Full Accounting of Funds Expended (retain all invoices) **(Submit Excel Format + signed PDF)** (See Offset)
 - vii. Claim form: Required Only for Q3 and Q4 2019. For Q1 2020, submit a delayed retroactive quarterly fee remittance after disposition of AL.
 - EXCEL FORMAT:

⁵ Period A: Time elapsed from when a trip is requested until the trip is accepted; Period B: Time elapsed from when a trip is accepted until the vehicle arrives.

- If requesting retroactive for **Q3 and/or Q4 2019**: The expenditures should've auto-populated. Replace the red font up on top, include the info at the bottom and save.
- If requesting retroactive for **Q1 2020** for **SOME** counties:
 - Claim form not needed
 - Due April 15: Submit and remit quarterly access fee along with the Access Fee form for counties where offset is not sought.
 - Due April 15: File AL for counties where seeking retroactive offsets
 - Due May 20 or 5 days after disposition of AL: Once disposition of AL is decided, remit any fee moneys left to pay (if any) along with a delayed retroactive offset access fee statement for counties approved in the offset. (Download "Retroactive Quarterly Fee Statement" from [CPUC's TNC Access Website](#))
- If requesting retroactive offset for **Q1 2020** for **ALL** counties:
 - Claim form not needed
 - Due April 15: File AL for all counties where seeking retroactive offsets
 - Due May 20 or 5 days after disposition of AL: Once disposition of AL is decided, remit any fee moneys left to pay (if any) along with a delayed retroactive offset access fee statement for counties approved in the offset. (Download "Retroactive Quarterly Fee Statement" from [CPUC's TNC Access Website](#))
- PDF FORMAT:
 - If requesting retroactive for **Q3 and/or Q4 2019**: Complete claim form provided in Excel (**Submit Excel Format**)
 - Print, sign and provide a hard copy with the Advice Letter (**Submit signed PDF**)
 - One-time "STD 204" form (NOT REQUIRED TO INCLUDE WITH THE AL PACKET) will need to be submitted in order to receive payments from the State Controller's office and or CPUC. (**Download PDF from [CPUC's TNC Access website](#) and Submit signed PDF to TNCAccess@cpuc.ca.gov**)

Step 2. Ensure documents follow these file formatting and naming conventions

2.1 File format - There should only be two file attachments in the AL filing: 1) PDF packet and 2) Excel packet.

- a. The following documents must be combined into a single PDF file in this order:
 - AL summary form
 - AL cover letter
 - Service list
 - WAV training declaration
 - WAV inspection declaration
 - Form STD 204 (one-time)
 - Claim form (if necessary)
 - Accounting of funds expended
 - Marketing materials
- b. All the data reporting requirement tabs in the Excel templates should be submitted in a single Excel file.

2.2 File name format

- a. For an original AL filing:
 - Each AL filing will have only two attachments: (1) combined PDF documents and (2) completed Excel templates.
 - Name the combined PDF file as:
[5-Digit TCP Number] [TNC Name] [AL Number] [Forms]
 e.g. 12345 XYZ AL 1 Forms (for the first AL filing, begin numbering at 1)
 - Name the completed Excel templates as
[5-Digit TCP Number] [TNC Name] [AL Number] [Data]
 e.g. 12345 XYZ AL 1 Data (for the first AL filing, begin numbering at 1)
- b. For a supplemental filing:
 - Name the combined PDF file as:
[5-Digit TCP Number] [TNC Name] [AL # Letter] [Supplement Forms]
 e.g. 12345 XYZ AL 1A Supplement Forms (for the first AL filing, begin numbering at 1A)

- Name the completed Excel templates as
[5-Digit TCP Number] [TNC Name] [AL # Letter] [Supplement Data]
e.g. 12345 XYZ AL 1A Supplement Data (for the first AL filing, begin numbering at 1A)

2.3 PDF/A compliance

- a. PDF/A format allows long-term archiving and reproduction of PDF documents.
- b. For Adobe Acrobat, step by step directions on how to achieve PDF/A compliance can be found [here](#).⁶ For Nitro, directions can be found [here](#).⁷

2.4 File size

- a. Email size limitations
 - CPUC's current system limits the total size per email to 5 MB.
 - If email size exceeds 5 MB, submit the AL via CPUC's [secure FTP site](#).⁸

2.5 Email subject format

- a. For an original AL filing:
[TNC Name] [AL Number]
e.g. XYZ AL 1
- b. For a supplemental filing:
[TNC Name] [AL # Letter] [Supplement]
e.g. XYZ AL 1A Supplement

2.6 Email body

- a. Include a short description of the filing, including the name of the TNC's regulatory contact person and their email and phone number so CPED can reach the proper person if there are questions regarding the AL filing. Please see appendix for an example.

⁶ <https://helpx.adobe.com/acrobat/using/pdf-x-pdf-a-pdf.html>

⁷ <https://www.gonitro.com/user-guide/pro/article/create-a-pdf-a-file>

⁸ <https://cpucftp.cpuc.ca.gov>

Step 3. Submit filing via email

3.1 Submission

The cut off time to be considered filed the same day as submitted is 5:00 PM (Pacific Standard Time). Files submitted after 5:00 PM or on a non-business day will be considered filed the following business day.

- a. Submit the AL filing (consisting of the combined PDF files and completed Excel templates) via email to TNCAccess@cpuc.ca.gov **AND** to the service list.

3.2 Confirmation

Automatic reply from TNCAccess@cpuc.ca.gov will be issued confirming the receipt of the filing. The CPED staff will review the AL and recommend disposition (accepted, rejected or suspend) within 30 days of filing. CPED will notify TNCs and will send via email a certificate of disposition.

Part 2: Preparation & Submission of Protests, Responses and Replies

Per D.20-03-007, only Parties to R.19-02-012 or any successor proceeding can protest or respond to an advice letter (AL) within 20 days of the advice letter's filing. Per G.O. 96-B, the grounds for protest are the following:

- a. The utility did not properly serve or give notice of the advice letter.
- b. The relief requested in the advice letter would violate statute or Commission order or is not authorized by statute or Commission order on which the utility relies.
- c. The analysis, calculations, or data in the advice letter contain material errors or omissions.
- d. The relief requested in the advice letter is pending before the Commission in a formal proceeding.
- e. The relief requested in the advice letter requires consideration in a formal hearing or is otherwise inappropriate for the advice letter process.
- f. The relief requested in the advice letter is unjust, unreasonable, or discriminatory, provided that such a protest may not be made where it would require relitigating a prior order of the Commission.

A carrier shall reply to each protest and may reply to any response within five business days after the end of the protest period. The protestant cannot reply to the utility's reply.

Step 1. Prepare the Letter of Protest or Response to Protest

A complete protest/response or reply filing consists of letter of protest/response or reply and supporting documents (if any). Note that summary form and cover letter are not required. Moreover, a protest or response is not required to be served on the service list per G.O. 96-B.

Step 2. Ensure documents follow the file format and naming conventions

2.1 PDF format

- a. Protests/responses and replies should be in PDF format.
- b. If submitting spreadsheets as supporting documents, they must be in Excel format.

2.2 File name format

- a. For a protest:

- Combine (in this order) letter of protest and supporting documents (if any) into a single PDF document
- Name the PDF file as:
[Protest by] [Protester's Name] [TNC Name] [AL #]
e.g. Protest by Cal Alliance XYZ AL 1

b. For a response:

- Letter of response in PDF format
- Name the file as:
[Response by] [Respondent's Name] [TNC Name] [AL #]
e.g. Response by SFMTA XYZ AL 1

c. For a reply:

- Letter of reply in PDF format
- Name the file as:
[Reply to] [Protester's Name] [TNC Name] [AL #]
e.g. Reply to Cal Alliance XYZ AL 1

2.3 PDF/A compliance

- PDF/A format allows long-term archiving and reproduction of PDF documents.
- For Adobe Acrobat, step by step directions on how to achieve PDF/A compliance can be found [here](#).⁹ For Nitro, directions can be found [here](#).¹⁰

2.4 File size

- Email size limitations
 - CPUC's current system limits the total size per email to 5 MB.
 - If email size exceeds 5 MB, submit the AL via CPUC's [secure FTP site](#).¹¹

2.5 Email subject format

- For a Protest:
[Protest by] [Protester's Name] [TNC Name] [AL #]
e.g. Protest by Cal Alliance XYZ AL 1
- For a Reply to Protest:
[Reply to] [Protester's Name] [TNC Name] [AL #]
e.g. Reply to Cal Alliance XYZ AL 1
- For a Response to the AL:

⁹ <https://helpx.adobe.com/acrobat/using/pdf-x-pdf-a-pdf.html>

¹⁰ <https://www.gonitro.com/user-guide/pro/article/create-a-pdf-a-file>

¹¹ <https://cpucftp.cpuc.ca.gov>

[Response by] [Respondent's Name] [TNC Name] [AL #]

e.g. Response by SFMTA XYZ AL 1

2.6 Email body

- a. Include a short description of the filing, including the name of the contact person and their email and phone number so CPED can reach the proper person if there are questions regarding the filing. Please see appendix for an example.

Step 3. Submit protest/response or reply via email

3.1 Submission

The cut off time to be considered filed the same day as submitted is 5:00 PM (Pacific Standard Time). Files submitted after 5:00 PM or on a non-business day will be considered filed the following business day.

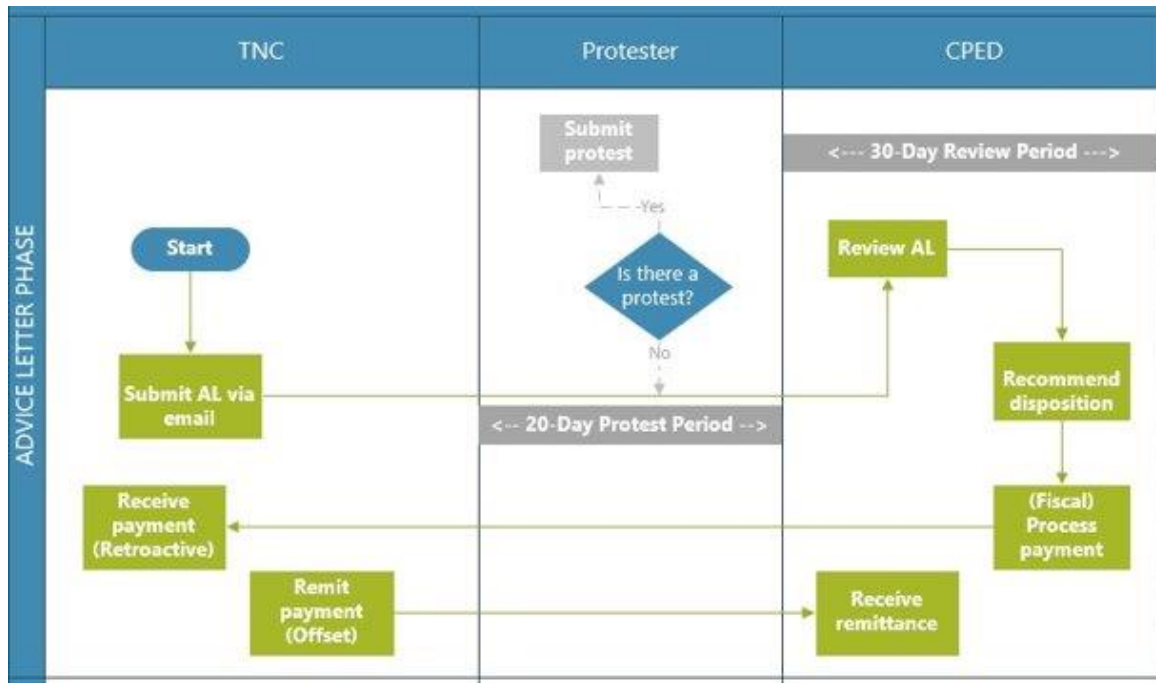
- a. The protester must submit the protest within 20 days of filing of the advice letter via email to TNCAccess@cpuc.ca.gov
- b. The TNC must submit the response within 5 business days after the end of the protest period (20 days).
- c. Protest or response should also be served on the TNC on the same day as filing.
- d. Reply to a protest should also be served on the protester on the same day. The protester cannot reply to the TNC's reply.

3.2 Confirmation

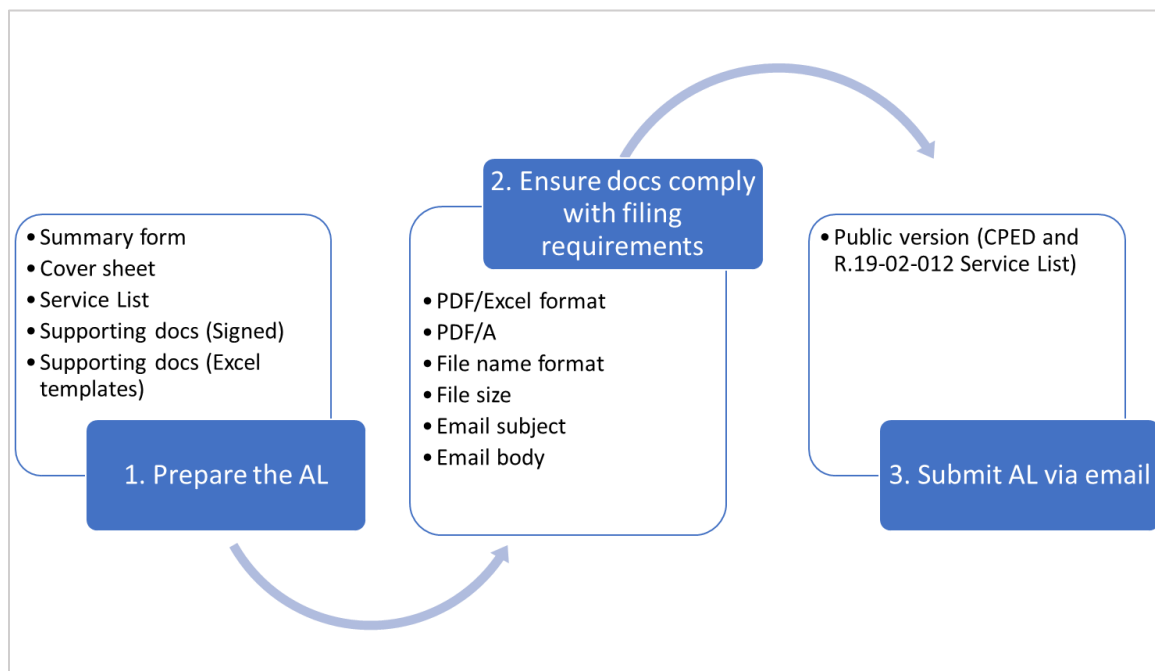
Automatic reply from TNCAccess@cpuc.ca.gov will be issued confirming the receipt of the filing.

Part 3: Appendix

Overview of the advice letter process



Summary of the step-by-step process



Sample advice letter summary form

CALIFORNIA PUBLIC UTILITIES COMMISSION Consumer Protection and Enforcement Division Advice Letter Summary Form	
TNC & AL FILER INFORMATION	
Date of Submission: 4/15/20	Date of Service: 4/15/20
TNC Name: XYZ	PSG #: 12345
DBA Name:	
Address: 1 XYZ Circle	
City: San Francisco	State: CA ZIP Code: 94111
Filer's Name: John Smith	
Filer's Email: jsmith@xyz.com	Filer's Phone: 415-555-1234
AL INFORMATION	
Advice Letter #: 1	AL Type: <input checked="" type="checkbox"/> Offset <input type="checkbox"/> Retroactive <input type="checkbox"/> Exemption
Geographic Area(s): San Diego, Santa Clara, Alameda, Sacramento, Contra Costa, Ventura, San Joaquin, Stanislaus, Santa Barbara, Solano, San Luis Obispo, Santa Cruz, Shasta, Imperial, Madera	
Offset/Retroactive Amount: \$ 550,000.00	Quarter: Q1 Year: 2020
Documents Included: <input checked="" type="checkbox"/> Cover letter <input checked="" type="checkbox"/> Service List <input checked="" type="checkbox"/> Training Declaration <input checked="" type="checkbox"/> Marketing Materials <input checked="" type="checkbox"/> Signed Accounting of Funds <input checked="" type="checkbox"/> Inspection Declaration <input checked="" type="checkbox"/> Data Reports (Excel)	
Reason (if not all document boxes above are marked):	
SUBMISSION INFORMATION	
<p>Combine (in this order) AL summary form, cover letter, service list, Marketing Materials, TNC WAV training declaration, TNC vehicle inspection declaration, Signed Accounting of Funds Expended, and Signed Claim form (if necessary) into a single PDF file. The completed data reports must be in a single Excel file. A complete advice letter submission will consist of only two attachments: the PDF and Excel packets. Submit via email the advice letter with two attachments to TNCAccess@cpuc.ca.gov and to the R.19-02-012 service list.</p> <p>The cut off time to be considered filed the same day as submitted is 5:00 PM (Pacific Standard Time). Files submitted after 5:00 PM or on a non-business day will be considered filed on the following business day.</p>	
FOR CPUC USE ONLY	
Analyst:	30-Day Due Date:
Completion Date:	Disposition:
Approved Offset/Retroactive Amount:	AL Effective Date:
Supervisor:	Supervisor Review Date:

Sample cover letter

April 15, 2020
ABC Transportation
Advice Letter No. 1

California Public Utilities Commission
Consumer Protection and Protection Division
Transportation Licensing and Analysis Branch
505 Van Ness Avenue
San Francisco, CA 94102

Pursuant to Decision (D.) 20-03-007, ABC Transportation submits this Advice Letter No. 1 to request to offset, against the quarterly Access Fund payments due, the amounts spent by ABC Transportation to improve wheelchair accessible vehicle (WAV) service in Quarter ____ of 2019. The requested effective date is May 15, 2020 (30 days from date of filing).

The offset amounts requested by geographic areas are as follows:

County	Expenditures (\$)
ALAMEDA	
ALPINE	
AMADOR	
BUTTE	
CALAVERAS	
COLUSA	
CONTRA COSTA	
DEL NORTE	
EL DORADO	
FRESNO	
GLENN	
HUMBOLDT	
IMPERIAL	
INYO	
KERN	
KINGS	
LAKE	
LASSEN	
LOS ANGELES	
MADERA	
MARIN	
MARIPOSA	
MENDOCINO	
MERCED	
MODOC	
MONO	
MONTEREY	
NAPA	
NEVADA	
Subtotal	\$ -

County	Expenditures (\$)
ORANGE	
PLACER	
PLUMAS	
RIVERSIDE	
SACRAMENTO	
SAN BENITO	
SAN BERNADINO	
SAN DIEGO	
SAN FRANCISCO	
SAN JOAQUIN	
SAN LUIS OBISPO	
SAN MATEO	
SANTA BARBARA	
SANTA CLARA	
SANTA CRUZ	
SHASTA	
SIERRA	
SISKIYOU	
SOLANO	
SONOMA	
STANISLAUS	
SUTTER	
TEHAMA	
TRINITY	
TULARE	
TUOLUMNE	
VENTURA	
YOLO	
YUBA	
Subtotal	\$ -

Total Offset \$ -

Per D.20-03-007, ABC Transportation provides the following documents in support of its request:

1. Number of WAVs in operation – aggregated by hour of the day and day of the week
2. Number and percentage of WAV trips completed, not accepted, cancelled by passenger, cancelled due to passenger no-show, and cancelled by driver – aggregated by hour of the day and day of the week
3. Completed WAV trip request response times in deciles as well as Periods A and B in deciles
4. Evidence of outreach efforts
5. Accounting of Funds expended
6. Certification of WAV driver training
7. WAV driver programs used and number of WAV drivers that completed the training in the quarter
8. Certification that all WAVs operating on its platform have been inspected and approved to conform with Americans with Disabilities Act (ADA) Accessibility Specifications

In compliance with General Order 96-B, we served a copy of this advice letter via email upon the parties identified on the attached R.19-02-012 service list on April 15, 2020. If there are any questions regarding this advice letter, please contact _____ (TNC's contact info).

Any Party can protest or respond to this advice letter by sending a written protest or response via email to CPED at TNCAccess@cpuc.ca.gov. If submitting a protest, the protest must set forth the specific grounds on which it is based, including supporting information or legal arguments. A protest or response to the advice letter must be submitted to CPED within twenty (20) days of the date the advice letter was filed and must be served on the TNC on the same day.

Email a copy of the protest or response to this advice letter to John Smith (TNC contact person) at _____ (TNC email address).

To obtain information about the CPUC's procedures for advice letters and protests, visit CPUC's website at www.cpuc.ca.gov and look for links to General Order 96-B.

I HEREBY CERTIFY UNDER THE PENALTY OF PERJURY UNDER THE LAWS OF THE STATE OF CALIFORNIA THAT THE FOLLOWING ATTACHMENTS HAS BEEN EXAMINED BY ME AND IS TRUE, CORRECT AND COMPLETE TO THE BEST OF MY KNOWLEDGE AND BELIEF.

Yours truly,

John Smith
Title
ABC Transportation

Attachments

Sample service list

← → ↻ 🏠 https://ia.cpuc.ca.gov/servicelists/sl_index.htm

CPUC - Service Lists x 📄

File Edit View Favorites Tools Help

R1812006 LIST	18-MAR-2020	CPUC
R1901006 LIST	10-MAR-2020	CPUC
R1901011 LIST	19-MAR-2020	CPUC
R1902012 LIST	12-MAR-2020	CALIFORNIA PUBLIC UTILITIES COMMISSION
R1903009 LIST	12-MAR-2020	CPUC

A. Go to the CPUC service list website

B. Select the R.19-02-012 service list

← → ↻ 🏠 https://ia.cpuc.ca.gov/servicelists/R1902012_86476.htm

  CPUC Home

CALIFORNIA PUBLIC UTILITIES COMMISSION
Service Lists

PROCEEDING: R1902012 - CPUC - OIR TO IMPEL
FILER: CALIFORNIA PUBLIC UTILITIES COMMISSION
LIST NAME: LIST
LAST CHANGED: MARCH 12, 2020

[Download the Comma-delimited File](#)
[About Comma-delimited Files](#)

[Back to Service Lists Index](#)

C. Download the R.19-02-012 service list

Parties

ALEX LAVOI NOMAD TRANSIT LLC DBA VIA 10 CHERRY STREET, 2ND FL. NEW YORK, NY 10013 FOR: NOMAD TRANSIT LLC DBA VIA	JONATHAN COHEN LITIGATION AND REGULATORY COUNSEL VIA TRANSPORTATION INC. 98 MORTON STREET, 2ND FL. NEW YORK, NY 10014 FOR: VIA TRANSPORTATION INC.
EDWARD HOFFMAN RIDE PLUS, LLC 1275 PEACHTREE ST NE 6TH FL ATLANTA, GA 30309 FOR: RIDE PLUS LLC DBA PROVADO MOBILE HEALTH	TRISH PRADHAN HOPSKIPROVE INC. 1939 S. BROADWAY STE. 1144 LOS ANGELES, CA 90007 FOR: HOPSKIPROVE INC.
JARVIS MURRAY ADMIN - FOR-HIRE POLICY & ENFORCEMENT LA DEPT OF TRANSPORTATION 100 S. MAIN STREET LOS ANGELES, CA 90012 FOR: LOS ANGELES DEPARTMENT OF TRANSPORTATION (LADOT)	WIL RIDDER EKE. OFFICER - PLANNING & DEVELOPMENT LA COUNTY METROPOLITAN TRANSPORT AUTHORITY ONE GATEWAY PLAZA, MS 99-23-3 LOS ANGELES, CA 90012 FOR: LOS ANGELES COUNTY METROPOLITAN TRANSPORTATION AUTHORITY
AUTUMN M. ELLIOTT SR COUNSEL DISABILITY RIGHTS CALIFORNIA 850 SOUTH BIXEL STREET, STE 290 LOS ANGELES, CA 90017 FOR: DISABILITY RIGHTS CALIFORNIA	WHITNEY LEWIS MVM 2 LLC 1049 MARINE AVE APT 10 GARDENA, CA 90247 FOR: MVM 2 LLC
LAVIA SOTTO EXECUTIVE RIDE LLC 4532 W IMPERIAL HWY HAWTHORNE, CA 90248 FOR: EXECUTIVE RIDE LLC DBA OPOLI	ANDRE COLAIACE ACCESS SERVICES PO BOX 5728 EL MONTE, CA 91734-1738 FOR: ACCESS SERVICES

D. Open CSV file and save as PDF

Sample email body

Advice letter

To


TNCAccess@cpuc.ca.gov

Bcc

Cc


[Service List]

XYZ AL 1



12345 XYZ AL1 Forms.pdf

137 KB



12345 XYZ AL1 Data.xlsx

23 KB

To CPED and Service List:

XYZ submits this advice letter requesting offset against the quarterly Access Fee payments collected to improve wheelchair accessible vehicle service in Quarter 1 of 2020. Please find the two attached documents related to this filing.

For questions on this filing, please contact John Smith at 514-500-5000 or jsmith@xyz.com.

Protest

To


TNCAccess@cpuc.ca.gov

Bcc

Cc

info@XYZ.com

Protest by Cal Alliance XYZ AL1



Protest by Cal Alliance XYZ A...

2 MB

To CPED:

Cal Alliance submits this protest to XYZ AL 1 requesting offset against the quarterly Access Fee payments collected to improve wheelchair accessible vehicle service in Quarter 1 of 2020. Please find the attached document/s related to this filing.

For questions on this filing, please contact Elizabeth Smith at 514-500-5000 or elizabeth@calalliance.org.